



**OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD
Central Office, Jammu Road, Katra (J&K) – 182301**

**Fax: +91- 1991- 232120 Tel.: +91-1991-232818; e-mail:
sanitation@maavaishnodevi.net**

e-NIT No. CO/SW/180(e)/27 of 2026 Dated: 06.10.2026

e-Tenders in the prescribed format are invited on behalf of the Chairman of the Shri Mata Vaishno Devi Shrine Board from reputed firms, including Proprietary Firms, Partnership Firms, Limited Liability Partnership, Private Limited Companies and Public Limited Companies engaged in **Manpower and Payroll services pertaining to Facility Management for providing Nursing & Clinical staff, Office support staff and Paramedical staff for Shri Mata Vaishno Devi Narayana Superspeciality Hospital (SMVDNSH, Kakryal)** for a period of 03 years and further extendable on mutually agreeable terms.

S. No.	Category	Tentative Nos.	Tender Fee (Rs.)	EMD (Rs.)
1.	Nursing& clinical staff	336	Rs. 5,000/-	Rs. 1.50 crore
2.	Office support staff	173		
3.	Paramedical staff	130		
	Total	639		

The e-NIT consisting of Qualifying Information, Eligibility Criteria, Specifications, Bill of Quantities (B.O.Q), set of T&C of Contract and other details can be viewed / downloaded from websites: <http://jktenders.gov.in> and www.maavaishnodevi.org as per the following format:

Publishing Date	06.10.2026 by 04:00 PM
Bid Download Start Date	06.10.2026 by 04:00 PM
Pre-Bid Meeting	13.10.2026 by 11:00 AM
Bid Submission Start Date	17.10.2026 by 04:00 PM
Bid submission End Date (Online)	27.10.2026 by 04:00 PM
Submission of Hard Copy (end) date and time	28.10.2026 by 11:00 AM
Date of Opening of Technical Bid (Online)	28.10.2026 by 04:00 PM

The Hardcopies of the Bid documents (except the Financial Bid) shall be deposited via Registered Post or Speed Post or Courier or By Hand in the office of Asstt. Conservator of Forests, Shri Mata Vaishno Devi Shrine Board, Jammu Road, Katra – 182301 before the opening of the technical bid without which the offer submitted by the firm shall not be considered. SMVDSB is not responsible for any postal delay whatsoever. Further, all the documents shall be consecutively page numbered, with each page clearly indicating its page number.

**No. CO/SW/180(e)/4080
Dated: 06.10.2026**

**Sd/-
Vinay Khajuria
Assistant Conservator of Forests**



**OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD**

Central Office, Jammu Road, Katra (J&K) – 182301

Fax: +91- 1991-232120 Tel.: +91-1991-232818

E-mail: sanitation@maavaishnodevi.net, acf@maavaishnodevi.net

e-NIT No. CO/SW/180(e)/27 of 2026 Dated: 06.10.2026

Sub: Notice inviting e-tender for providing Manpower and Payroll services pertaining to Facility Management for providing Nursing & Clinical staff, Office support staff and Paramedical staff for Shri Mata Vaishno Devi Narayana Superspeciality Hospital (SMVDNSH, Kakryal) for a period of three years and further extendable on mutually agreeable terms.

1. REQUIREMENT:

e-Tenders in the prescribed format are invited on behalf of the Chairman of the Shri Mata Vaishno Devi Shrine Board from reputed firms, including Proprietary Firms, Partnership Firms, Limited Liability Partnership, Private Limited Companies and Public Limited Companies engaged in **Manpower and Payroll services pertaining to Facility Management for providing Nursing & Clinical staff, Office support staff and Paramedical staff for Shri Mata Vaishno Devi Narayana Superspeciality Hospital (SMVDNSH, Kakryal)** for a period of 03 years and further extendable on mutually agreeable terms. The detailed Tender Document with full description and Terms & Conditions is available at www.jktenders.gov.in & www.maavaishnodevi.org.

2. TENDER SCHEDULE:

Publishing Date	06.10.2026 by 04:00 PM
Bid Download Start Date	06.10.2026 by 04:00 PM
Pre-Bid Meeting	13.10.2026 by 11:00 AM
Bid Submission Start Date	17.10.2026 by 04:00 PM
Bid submission End Date (Online)	27.10.2026 by 04:00 PM
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3. Instruction to Bidders regarding e-Tendering process:

- The interested bidder can download the e-NIT/bidding document from the website www.jktenders.gov.in & www.maavaishnodevi.org.
- To participate in bidding process, bidders have to get Digital Signature Certificate (DSC) as per Information Technology Act-2000, to participate in online bidding. This certificate will be required for digitally signing the bid. Bidders can get above mentioned digital certificate from any approved vendors.
- The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
- The bidders have to submit their bids online in electronic format with Digital Signature. The bids cannot be uploaded without Digital Signature. No Proposal will be accepted in physical form.
- Bids will be opened online as per time schedule mentioned in the e-NIT.
- Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.

- vii. The SMVDSB will not be responsible for delay in online submission of bids whatsoever reasons may be.
- viii. All the required information for bid must be filled and submitted online.
- ix. The details of cost of documents, EMD specified in the tender documents should be the same, as submitted online (scanned copies) otherwise bid will not be accepted.
- x. Bidders are advised to use “My Documents” area in their user on <http://jktenders.gov.in>, e-tendering portal to store important documents like Balance sheet, GST Registration Certificate, Tax Clearance Certificate, IT certificate, and other related documents etc., and attach these certificates as Non-Statutory documents while submitting their bids.
- xi. Bidders are advised not to make any change in BOQ content or its name. In no case they should attempt to create similar BOQ manually. The BOQ downloaded should be used for filling the item rate as prescribed and it should be saved with the same as it contains.
- xii. Bidders are advised to scan their documents at 100 DPI (Dots per Inch) resolutions with Black and White, PDF / Scan properly.
- xiii. The guidelines for submission of bid online can be downloaded from the website <https://www.jktenders.gov.in> & www.maavaishnodevi.org
- xiv. The Bidder(s) should carefully study the document and prepare his tender with consideration of all provisions of the document. He should fully acquaint himself/herself with site conditions and all other factors which may influence preparation of his tender.
- xv. The Bidder(s) ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.
- xvi. The Bidder meeting the minimum eligibility criteria and with the highest marks/rank(i.e. the total of technical evaluation and financial evaluation marks) shall be deemed as the successful bidder – H1 and shall be considered eligible bidder for further process
- xvii. If there is any discrepancy between words and figures, the amount in words shall be prevailing.
- xviii. Language of Bids: The Bids prepared by the bidder and all correspondence /document related to the bids exchanged by the bidder and department shall be written in English language. Further, if the literature furnished by the bidder is written in another language, the same may be accompanied by a duly certified English translated document.

4. OBLIGATIONS OF SELECTED SERVICE PROVIDER :

- Following are the manpower to be provided by the service provider in accordance with the terms and conditions defined in this document.

S. No.	Category	Tentative Nos.
1.	Nursing& clinical staff	336
2.	Office support staff	173
3.	Paramedical staff	130
	Total	639

- Existing staff, as identified by SMVDSB/SMVDNSH shall be transitioned to the payroll of the service provider.

- The selected service provider shall be fully responsible for the smooth and orderly transition of the existing manpower in accordance with the terms and conditions of engagement prescribed by the SMVDSB/ SMVDNSH.
- The Service Provider shall ensure continuity of operational services without any disruption during the transition period and shall undertake all necessary formalities relating to joining, deployment, documentation, statutory compliances and other requirements as specified by the SMVDSB/ SMVDNSH.
- All/any open positions which arise as a result of this transition, will be fulfilled by appropriate staffing through the service provider with the approval of Designated Committee.
- The services provider shall be responsible for filling the vacant post/ position, as per requirement as per roles and responsibilities mentioned in the **clause no. 13**. The vacant post/ position shall be required to be filled within a period of 15 days.
- The service provider shall be responsible for managing the payroll for all category of Healthcare & Paramedical and allied services staff who are on their payroll and need service of SMVDNSH.
- The service provider shall be obligated for issuance of offer / appointment letter, joining of appointees, issuance of Notice/ terminations orders, NoCs etc. after obtaining prior approval of SMVDNSH.
- The service provider shall also be obligated for issuance of experience certificates to manpower/ staff, which too, shall be co-signed by the representative of SMVDNSH.
- Timely disbursement of salaries/ other services benefits, as per HR policies of SMVDNSH.
- The service provider will provide health insurance, accident insurance and life insurance cover for all staff who are deployed through their service to SMVDNSH, on terms which are same or similar or better than existing terms of service as applicable prior to transition.
- Retiral benefits of gratuity shall be grandfathered by SMVDNSH for all transitioning employees and the service provider will allow for virtual continuity of service on transition.
- Leave accruals shall be settled with the employees by SMVDNSH and the service provider will need to provide leave as per existing policy entitlements for all employees.
- PF accruals of all employees who are transitioning will be transferred to the PF of the service provider.

- Adherence to all HR policies as mentioned in para-6. The deployment of required manpower for adherence of these policies shall lie in the scope of the Service Provider, without any additional cost to SMVDSB/ SMVDNSH.

5. SELECTION AND DEPLOYMENT OF MANPOWER:

- The manpower/ staff requirement shall be conveyed by SMVDNSH to the successful bidder, alongwith the qualification, experience & proposed payable emoluments details, who shall invite applications and recommend the candidates found eligible & suitable within 15 days.
- The manpower/staff to be deployed by the successful bidder shall be subject to screening, verification and selection by a designated Committee constituted by the SMVDSB/ SMVDNSH for the purpose.
- The selected service provider shall be required to provide suitable replacement of any staff member who is not found suitable by the Committee or whose performance/conduct is subsequently found unsatisfactory. The decision of the Committee regarding suitability and deployment of manpower shall be final and binding on the service provider.
- The service provider shall not deploy, transfer or replace any approved manpower without the approval of the Competent Authority of SMVDSB/ SMVDNSH, except in exigent circumstances, where immediate replacement may be made with prior intimation to SMVDSB/ SMVDNSH.

6. HUMAN RESOURCE MANAGEMENT SYSTEM BY SERVICE PROVIDER FOR SHRI MATA VAISHNO DEVI NARAYANA SUPERSPECIALITY HOSPITAL:

For management of manpower required for SMVDNSH, some of the following Human Resource Policies shall be required to be implemented by the successful bidder, duly approved by SMVDNSH within 15 days after the allotment of LoA:

S. No.	Name of Policy
1.	Recruitment and Selection Policy
2.	On-boarding Policy
3.	Induction Policy
4.	Background Verification Policy
5.	Leave and Attendance Policy
6.	Probation and Confirmation Policy
7.	Employees & employee Dependant Discount Policy
8.	Fairness at Workplace Policy
9.	Code of Ethics Policy
10.	Code of Conduct Policy
11.	Prevention of Sexual Harassment Policy
12.	Business Travel Policy
13.	Anti-bribery and corruption Policy
14.	Business Cards Policy
15.	Pay Roll Policy

7. **TECHNICAL ELIGIBILITY CRITERIA:**

- a) Bidder/ Service provider should have minimum Five (5) Years' experience during the period from 01.04.2021 to 31.03.2026 (Financial Year 2021-22, 2022-23, 2023-24, 2024-25 and 2025-26) of supply of manpower, out of which three (3) years' experience should be in the field of supply of Nursing and Paramedical Manpower Resources in a Hospital of Govt. of India/ State Govt./ Govt. undertaking/CGHS or PMJAY approved Private Hospitals having 200 beds or more (Experience in the field of Housekeeping services, Security Services, Kitchen & Dietary services / Canteen services will not be counted as experience in similar services for this bid).
- b) Bidder/ Service provider must have an Average Annual turnover of Rs. 75.00 crore (Rs. Seventy-five crores only) during last 03 Financial Years 2023-24, 2024-25 and 2025-26 in supplying similar category of manpower in the Hospitals (C A certified with UDIN).
- c) The tenderer should have under taken any one of the following work during Financial Year 2020-21, 2021-22, 2022-23, 2023-24, 2024-25 and 2025-26:-
 - i. One Manpower supply services completed work costing not less than the amount equal to 80% of the approx. estimated cost i.e. Rs. 60.00 crore (Rs. sixty crore only).
 - ii. Two Manpower supply services completed work costing not less than the amount equal to 50% of the approx. estimated cost i.e. Rs. 37.50 crore (Rs. thirty seven crore fifty lakh only).
 - iii. Three Manpower supply services completed work costing not less than the amount equal to 40% of the approx. estimated cost i.e. Rs. 30.00 crore (Rs. thirty crore only).
- d) The Bidder must have a minimum of 800 employees on Company's pay roll of similar/ relevant field. Documentary evidence in this regard shall be required to submit alongwith the tender.
- e) The Bidder should have supplied manpower of the similar category in minimum 03 different Hospitals (minimum 200 bedded) in last 05 years. Documentary evidence in this regard shall be required to submit along with the tender.
- f) The Bidder should have atleast 01 operational contract for supply of manpower in a hospital (minimum 200 bedded). Documentary evidence in this regard shall be required to submit alongwith the tender.
- g) The Bidder has to submit "Satisfactory Work Completion Certificate" in support of their contention of having completed anyone of the aforesaid works failing which the information furnished regarding the completion of Work is liable to be treated as invalid.
- h) The Bidder must be registered with the statutory authorities viz., ESIC, EPF, Income Tax, GST and any other registration which is mandatory for running

such agency/services/establishment prescribed by the concerned statutory authority from time to time.

- i) The successful Bidder should establish an office in UT of Jammu and Kashmir, if not available already, before the commencement of the agreement, failure of which the allotment shall be deemed to be cancelled.
- j) The bidder firm should not have been indicted for any criminal, fraudulent or anti -competition activity and not been blacklisted by any Govt. department.
- k) The successful bidder has to submit Labour License after award of work under Contract Labour (Regulation and Abolition) Act, 1970.
- l) Conditional Tenders will be rejected outright.
- m) Other requirements as contained in this document hereinafter.

Note: Only those agencies that fulfil the mentioned minimum eligibility criteria need to submit their bids.

8. TENDER FEES AND EARNEST MONEY DEPOSIT:

- i. The Tender Fees and Earnest Money Deposit amounting Rs.5,000/- and Rs. 1.50 crore respectively, can be deposited in the shape of CDR / TDR / FDR of any Nationalized / Scheduled Bank duly pledged to the Accounts Officer, SMVDCS. While soft copy of EMD document (CDR / TDR / FDR) shall be uploaded on the tender portal, the hard original copy shall have to be deposited in the concerned along with other prescribed documents prior to the specified date of opening of Technical Bids; without which tenders shall not be considered.
- ii. Alternatively, the bidders may also transfer the required amount on account of Tender Fee and EMD in online mode (IMPS / NEFT / RTGS) in the following account:

Account No.: 50100417566279

Type of Account: Saving

Banker: HDFC Bank

Branch: Katra

IFSC: HDFC0002344

Title of Account: Shri Mata Vaishno Devi Charitable Society

- iii. In the case of online transfer of EMD / Tender Fee amount, the following shall be compulsorily adhered to (without which tenders shall not be considered)
- iv. The transfer of Tender Fee and EMD shall be compulsorily done as separate transactions. In case a bidder makes a single transaction of the cumulative amount, his bid shall not be considered.
- v. The print-copies of screenshots of both the successful transactions shall have to be submitted in the concerned section prior to the specified date of opening of Technical Bids. In addition, the full details of the Bank Account

from which the transactions have been made shall have to written on the body of the Transaction Screenshot.

- vi. The transaction to the account specified at 'b' above shall only be accepted. The transactions made to any other account of Shrine Board shall be treated as failure to deposit the prescribed Tender Fee / EMD.

9. PROCEDURE FOR SUBMISSION OF TENDER:

Bidders are invited to submit Bids for "e-Notice Inviting Tender (e-NIT) for **Facility Management Services for providing Nursing, Office support & Paramedical staff or Shri Mata Vaishno Devi Superspeciality Hospital(SMVDNSH, Kakryal)** in two parts viz. Technical Bid (**Annexure-'A'**) and Financial Bid (**refers to BOQ Online only**) as per enclosed Performa along with supporting documents, application fee, EMD etc. The Tenderers are required to submit their tenders under 2 bids system with Cover-I (Technical Bid) and Cover-II (Price Bid).

i. Cover-I (Technical Bid):

- a. **Annexure-'A'** form duly filled in along with relevant documentary proofs.
- b. Scanned copies of the Tender Fees and Earnest Money Deposit (EMD) must be submitted
- c. Tender Document containing Instructions, Terms and Conditions duly signed on each leaf by the Tenderer, along with documentary proof wherever required.

ii. Cover II (Price Bids):

- a. Price bid shall contain price quoted for each work separately as per BOQ & has to be submitted online in the form of BOQ only.
- b. No firm shall quote service charges as NIL/0/0.00/Not Quoted. Any offer with such remarks/figures shall be considered as unresponsive/rejected. The price bid should be absolute and unconditional.
- c. Minimum service charges shall not be less than 3.85% as defined by Ministry of Finance. Not confining the same, shall leads to rejection/disqualification of the bid.
- d. Conditional bids shall be rejected.
- e. The price bid shall be opened in favour of bidders who qualify in the technical bid. Rates are required to be quoted strictly as per prescribed BOQ/item of works.
- f. No price information to be uploaded in Technical Bid.
- g. Price bids not conforming to above standards or suffering from any flaw shall be rejected.

10. Bank Guarantee/Security Deposit:

- i. Bidder whose offer is accepted will have to furnish performance Bank Guarantee of an amount equal to 5% of the total contract value in favour of SMVDCS issued by any nationalized / scheduled bank. The EMD of the Successful bidder shall be returned subsequently.
- ii. The Bank Guarantee submitted should be valid for 36 months.
- iii. Successful bidder will have to execute an agreement on a non-judicial Stamps paper of **Rs.500/-** within 15 days from the date of issuance of LoA.
- iv. The expenses of completing and stamping the agreement shall be paid by the bidder.

- v. The Bank Guarantee shall be refunded after completion of the contract as per order, or after the expiry of contract on satisfactory completion of the same whichever is later.
- vi. No interest will be paid on performance Bank Guarantee/Earnest Money Deposit.
- vii. In case of breach of any terms and conditions of the contract or on unsatisfactory performance, the amount of security deposit shall be liable to be forfeited by the Shrine Board.
- viii. The successful bidder shall be entirely responsible for any loss, damage etc. and shall indemnify the Shrine Board against any such claims made out other on account of injury sustained by the labourer within the Shrine Board premises and in any circumstances successful bidder shall not be entitled for any claim in that case. The successful bidder or his labourer shall not be permitted to reside in the Shrine Board premises after working hours of the unit.

11. SELECTION CRITERIA:

All bidders shall submit documentary proof in support of meeting Eligibility Criteria. In first evaluation stage, Proposals shall be rejected, if found deficient as per the requirements of e-Tender/Bid Processing Fee and other eligibility criteria. Only bids confirming the e-NIT conditions shall be further taken up for evaluation. The only bidder(s) qualifying technical evaluation criteria shall entitled as competent for process of financial bid evaluation. The participating bidder's criteria eligibility shall be evaluated on the basis of points to be obtained in point matrix and **Quality Cost Based Selection method (QCBS).**

i. **Pre-Qualification Points (Technical Parameters):**

S. No.	Particular	Mark breakup	Marks
1.	Minimum number of employees on company payroll of relevant field	800	05
		801-1000	07
		1001 and above	10
2.	Average Annual Turnover of the previous three financial years	Rs. 75.00 Cr to Rs. 100.00 Cr	5
		Rs. 100.00 Cr. to Rs. 150.00 Cr.	07
		>150.00 Cr.	10
3.	Number of Hospitals where manpower has been supplied (Minimum 200 bedded Hospital) in last five years	3 Hospital	05
		3-5 Hospitals	07
		>5 Years	10
4.	No. of Contracts for supplying manpower to Hospital (Minimum 200 bedded).in last five years.	5 Contracts	05
		6-8 Contracts	07
		>8 Contracts	10
5.	Present operational contracts for supplying manpower(Minimum 200 bedded Hospital).	1Contract	02
		2-3 contracts	05
		>3 contracts	10
6.	Experience of providing Manpower Services in hospitals(Minimum 200 bedded Hospital).	3 Years	05
		3-5 Years	07
		>5 Years	10
7.	Presentation		40
	Total:		100

Note:

- i) The contract less than one year experience shall not be considered for scoring in above pre-qualification point matrix.
- ii) Repeated experience with the same Hospital shall not be considered separately. Experience shall be counted only once for the same Hospital, irrespective of the number of the contracts/ extensions executed there.
- iii) The presentation of only the bidders that qualify the minimum eligibility shall be conducted.

ii. **Bid Evaluation criteria (Technical and Financial):**

The bidder shall follow two bids systems where the technical bid and financial bid shall be evaluated separately and the bidder meeting the minimum eligibility requirements will be invited for making a presentation. The points earmarked for the evaluation of bids based on technical and financial would be as follow:

a. Technical Bid Evaluation:

- The firms fulfilling the minimum eligibility criteria shall be called for post-bid profile presentation wherein the bidders shall give presentation regarding the requirement of the tender and the same shall be evaluated by the committee formed by Chief Executive Officer / Addl. Chief Executive Officer.
- The tendering evaluation shall be done on weightage with 60% to technical evaluation and 40% to financial evaluation as per the GFR Rules 2017 of Ministry of Finance, Department of Expenditure.
- For qualifying in the technical bid, bidder shall have to score minimum 70 points out of 100 as mentioned in S. No. 1 to 7 and 20 marks in presentation, in the above point matrix table as per the Illustration 1 below:
Illustration 1 (Technical Weightage): For instance, if a bidder has secured 80 marks out of the total 100 marks in technical evaluation his technical evaluation value shall be 48 (60% of 80).
- The bidder who qualified in the technical evaluation stage shall only be called for opening of financial bids. However, the Shrine Board reserves the right to negotiate the quoted rates, terms & conditions with the lowest tenderer or any of the other Tenderers on quality basis to ascertain the suitability of the acceptance offer.

b. Financial Bid Evaluation & Determination of The Successful Bidder:

- As the financial evaluation shall be given 40% of weightage, the bidder with the lowest bid prices (I-1) shall be assigned full marks i.e. 40 marks (40% of 100) and his total scores of the bid shall be as per Illustration 2 below:
Illustration 2: For instance, if the bidder at illustration 1 is I-1 Bidder and quoted Rs. 100/- for being I-1, then his total value shall be 88 [i.e. 48 (Technical Value) + 40 (Financial Value)].

- The financial scores of the other bidders i.e. I-2, I-3.... and so on shall be computed as under as explained at illustration 3 below:
Illustration 3: For instance, if the bidder of Illustration 1 is I-2 Bidder and he quoted Rs. 125/- therefore 40% being the weighted value, the financial score for I-2 shall be computed as: $40 \times 100 \text{ (I-1 price)}/125 \text{ (quoted price of I-2)} = 32$.
- The bidder's ranking shall be arranged depending on the marks obtained by the bidder in Technical and Financial Evaluation. The bidder attaining highest score after considering technical and financial values shall be awarded with the contract and in case of the tie in rates, the bidder scoring more in the technical bid evaluation process shall be considered for the allotment of the contract.

12. PRE-BID MEETING:

A pre-bid meeting will be conducted on 07.10.2026 at 11:00 AM at the Central Office, Katra, with participation available either in person or through the meeting link. During pre-bid meeting any queries related to tender shall be addressed. Conceptual understanding/layouts of area whichever is possible will be provided to bidders during pre-bid meeting. Shrine Board reserves the right to modify the terms & conditions of e-NIT after the pre-bid conference in view of any practical modalities which may emerge during the pre-bid meeting.

13. THE SCOPE OF WORK (BIDDER):

Providing services of Human Resources as per following criteria:

S. No.	Broad Group	Department Name	Designation	Tentative Nos.
1.	Nursing & Clinical staff	AITU/CTVS-ICU	Nursing Staff	19
2.		Cardiology-Cath Lab		03
3.		CCU		16
4.		Critical Care Services		17
5.		Dialysis		06
6.		Emergency/Trauma Care & Casualty		14
7.		High Dependency Unit		06
8.		Infection Control		01
9.		Medical Oncology		17
10.		MICU		26
11.		NICU		08
12.		Nursing Administration		13
13.		Nursing Education		01
14.		OT Services		18
15.		Out Patients		21
16.		SICU		45
17.		Wards		92
18.		Asst. Dietician		01
19.		Clinical Pharmacist		01
20.		Pharmacist		01
21.		Physiotherapist		01
22.		Radiology Technician		01

23.		Asst Technician CSSD		01
24.		Staff Nurse		01
25.		Asst Pharmacist		01
26.		Technician Technology	Clinical staff	01
27.		Asst Mrd		01
28.		Counsellor Blood Bank		01
29.		Dietician		01
30.		Asst Lab Technician		01
				336
31.			Senior Manager	01
32.			Deputy Manager	01
33.		Billing	Senior Executive	07
34.			Executive	10
35.		Bio Medical	Clinical Engineer	03
36.		Clinical Pharmacy	Clinical Pharmacist	02
37.		Digital Adoption	Senior Executive - Digital	01
38.			Dy. General Manager	01
39.		Finance	Manager	01
40.			Deputy Manager	02
41.			Senior Executive	01
42.			Executive	01
43.			Finance Asstt.	01
44.		Human Resources	Senior Manager	01
45.			Manager	01
46.			Deputy Manager	01
47.			Senior Executive	02
48.		Information Technology	Systems Engineer	01
49.			Manager	01
50.			Technical Lead	01
51.		Inpatient Services	Floor Coordinator	05
52.			Executive	01
53.		Lab Medicine	Senior Executive	01
54.			Senior Data Processor	01
55.		Maintenance	Deputy Manager	01
56.			Senior Executive	01
57.		Marketing	Senior Manager	01
58.			Deputy Manager	01
59.			Deputy Manager-Marketing	01
60.			Senior Executive	01
61.			Executive	03
62.		Materials Management	Deputy General Manager	01
63.			Manager	01
64.			Incharge	01
65.			Deputy Manager	03
66.			Senior	12

			Pharmacist	
67.			Pharmacist	12
68.			Senior Executive	02
69.			Executive	01
70.			Floor Coordinator	01
71.		Oncology Collegium	Executive	01
72.		Operations	Manager	01
73.			Dy Manager	01
74.		Outpatient Services / Front Office	Manager	01
75.			Deputy Manager	01
76.			Senior Executive	11
77.			Executive	06
78.			Senior data Processor	02
79.		Quality	Manager	01
80.			Senior Executive	01
81.			Executive	01
82.		Radiology	Patient Care Coordinator	01
83.			Data Processor	01
84.			Senior Executive	01
85.			Typist Radiology	01
86.		Service Excellence	Deputy Manager	01
87.			Senior Executive	01
88.			Executive	02
89.		Telecommunication	Senior Executive	03
90.			Executive	01
91.		TPA	Senior Manager	01
92.			Deputy Manager	01
93.			Senior Executive	07
94.			Executive	11
95.			Junior Executive	03
96.			Asstt. TPA	02
97.		Multipurpose staff	Warden	01
98.			Asstt. Warden	02
99.			Multipurpose Worker	05
100.			Call Center Operator	01
101.			Coordinator	02
102.			Coordinator Creech	02
103.			Creech Teacher	01
104.			Tele caller	01
105.			Supporting staff	01
106.			Store Assistant	01
107.			Nursing Coordinator	01
				173
108.	Paramedical	Adult Cardiac Surgery		03
109.		Adult Cardiology		03
110.		Blood Center		06

111.		Cardiology Cath Lab	01
112.		CSSD	05
113.		Dental	01
114.		Dialysis	29
115.		ENT	01
116.		Inpatient Services	01
117.		Lab Medicine	17
118.		Medical Gastroenterology	02
119.		Medical Records	03
120.		Neurology	02
121.		Nuclear Medicine	02
122.		Nutrition & Dietetics	03
123.		Ophthalmology	02
124.		OT Services	17
125.		Physiotherapy	04
126.		Pulmonology	02
127.		Radiation Oncology	05
128.		Radiology	08
129.		TPA	01
130.		Urology	01
131.		Wards	11
		Total:	130
		Grand total	639

14. **GENERAL TERMS & CONDITIONS:**

1. That work allotted to the Service Provider shall be for a period of 03 years and further extendable as per mutually agreed terms.
2. The Service Provider shall have to enter into agreement with Shri Mata Vaishno Devi Shrine Board, Katra within period of 15 days from the issuance of LoA.
3. The Chief Executive Officer/Addl. Chief Executive Officer, SMVDSB reserves the right to accept or reject any one or all the tenders without assigning any reason thereof.
4. SMVDSB can increase the number of manpower maximum upto 25% as per the requirement of SMVDNSH.
5. Notwithstanding the sub-division of the documents into separate section or otherwise, every part of each section /part/ point or paragraph shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
6. All damages / breakages to the equipment / furniture / inventory in charge of the service provider, if caused due to negligence of the manpower deployed by the service provider, the cost of repair replacement of the equipment/ furniture/ fixture inventory will be borne by the service provider.
7. Replacement of lost inventory items will be done after proper assessment of the SMVDNSH authorities and as per decision/ mutual discussion and shall be borne by the service provider.
8. Monthly monitoring of work complete shall be done by audit committee formed by SMVDNSH.
9. That Service Provider shall provide designated workforce in decent uniforms viz. shirt / trouser / shoes / suit and with identification badges at

- its own cost. The Uniform shall be got approved by SMVDNSH. The Service Provider shall ensure that the staff deployed is properly, cleanly and neatly dressed and they shall be disciplined, trained and polite to the patients and the staff of the SMVDSB/SMVDNSH at all times.
10. The personnel provided by the Service Provider shall be of good character, physically fit, efficient and skilful in their duties.
 11. The Service Provider shall furnish medical fitness at the time of joining and police verification certificates issued by the competent authority, of the manpower engaged within 60 days from the issuance of Letter of Award. The cost of the same shall be borne by the service provider.
 12. The Service Provider shall be under obligation to credit the salary to its employees into their respective bank accounts only and no cash payment shall be made. The details of the bank account of all work force deployed shall be shared with the HR Department of SMVDNSH. Any replacement made later on shall be updated accordingly. Further, the Service Provider shall submit a certificate every month along with the bills raised certifying compliance of this Clause.
 13. The Service Provider shall deduct, contribute and deposit EPF/PF/CPF and other statutory dues as applicable from time to time in respect of all manpower deployed under the contract. The Service Provider shall submit, along with its monthly bills, proof of salary disbursement to the deployed manpower through bank accounts, copies of EPF/PF/CPF and ESIC challans/receipts, and any other statutory compliance documents as required. The Service Provider shall raise its monthly invoice in the prescribed format, along with complete supporting documents, by the last day of each month.
 14. The Security Deposit shall be forfeited if the Service Provider prematurely withdraws or if the services are terminated for being unsatisfactory.
 15. The service provider shall ensure that no gambling, tobacco, alcohol, narcotic or non-vegetarian substances are either sold or consumed in the premises.
 16. The service provider needs to maintain records which shall be subjected to examination by the designated officer of SMVDNSH. Any deterioration in providing above services shall attract the provision of deduction, penalty or fine, pertaining to payment. The entire repair works replacement of fitting and fixture (of fitted brand) except related to civil work shall be got done by the service provider at no extra cost. Adequate monitoring and control system be put in place for achieving best service.
 17. The Service Provider shall be solely responsible for and shall bear all statutory, contractual, and employment-related liabilities arising out of or in connection with the engagement of its personnel and compliance with all applicable laws, rules, and regulations in force from time to time. The Service Provider shall maintain all records, registers, books, logs, returns, receipts, computerized databases, and other documents as required under applicable laws and Government regulations, and shall produce the same for inspection or verification by SMVDNSH/SMVDSB or any competent Government authority, including Labour Enforcement Officers and Provident Fund authorities, as and when required.
 18. The service provider shall be solely responsible for compliance of all laws, rules and regulations and the service provider shall comply with all the statutory requirements included but not limited to the requirements under payment of wages Act, Minimum wages Act, contract labour (Abolition

- and Regulation) Act, Employees state insurance Act, Employee provident fund act.
19. It is specifically made clear that all the personnel employed by the service provider and under no circumstances they shall be considered as the employees of SMVDNSH/SMVDSB.
 20. Service provider will be engaged as an independent service provider and must not be taken to be in partnership or in a joint venture with or an agent of SMVDNSH/SMVDSB.
 21. That the Service Provider should implement **Real Time Work Monitoring System/ Location Based Attendance Tracking approach** and employee performance system.
 22. Service provider has to abide by service levels as defined by SMVDSB/SMVDNSH. Service level shall include patient feedback metrics as the key component.
 23. Each page of the tender document should be signed and stamped by the tenderer in acceptance of the terms and conditions laid down by the SMVDSB.
 24. Tenders incomplete in any form will be rejected out-rightly. Conditional offers will not be accepted, at any circumstances.
 25. No Tenderer will be allowed to withdraw after submission of the tender, otherwise the EMD submitted by the tendering company would stand forfeited. In case, the successful tenderer declines the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what-so-ever reasons, his EMD will be forfeited.
 26. The service provider should not sublet the work to any other/ service provider. No child labour should be engaged and human rights as per law shall be protected.
 27. The service provider will not allow his employees to participate in any trade Union activities or agitation in the premises of the owner and the SMVDNSH/SMVDSB reserves the right to demand change of any employee/ worker if need warranted.
 28. Service provider shall provide its employees with such equipment and other paraphernalia as may be considered necessary at his own cost.
 29. Accommodation shall be provided to the manpower as per the norms of SMVDNSH.
 30. Service provider shall be solely responsible for instructing and supervising the work of the workmen engaged directly by the service provider as the premises of the SMVDNSH.
 31. Upon receiving complaint regarding the quality of work and discipline of the employees deployed at the premises, service provider shall within 15 days take all the necessary action and shall submit action taken report to SMVDNSH.
 32. Service provider shall render all assistance to SMVDNSH in the course of any investigator/ inquiry that SMVDNSH may choose to initiate against any and/ or all employees of service provider.
 33. The Service Provider shall strictly adhere to all Standard Operating Procedures (SOPs) issued by SMVDNSH. The Service Provider shall also comply with any amendments, revisions, or additional instructions to such SOPs as may be issued from time to time by the Authorized Officer of SMVDNSH or any statutory body.
 34. If the performance of the service provider is not satisfactory as per service levels, CEO/ Addl. CEO, SMVDSB may cancel the awarded contract and subsequently arrange another service provider from waiting list prepared

for the purpose. SMVDSB shall not be responsible for any loss, damage etc. as a result of such termination of contract.

35. No contractual worker engaged by the Service Provider/Contractor shall be permitted to provide services beyond the age of 60 years. The maximum age for engagement may be restricted to 55 years, wherever considered necessary, keeping in view the technical, functional and physical requirements of the job. In all cases, the age of the contractual worker shall not be below the minimum age prescribed under the applicable laws/rules for contractual engagement/appointment.
36. The contracting company/Service Provider/ agency shall furnish following documents in respect of the new manpower (except for the transitioned manpower) who will be deployed by the service provider, before the commencement of work.
 - i) List of persons shortlisted containing full details i.e. date of birth, marital status, address, educational and professional qualifications, experience, caste certificate etc.
 - ii) Medical Fitness Certificate from registered Medical practitioner at the time of joining.
 - iii) Bio data of the person with photograph affixed.
 - iv) Information about engagement of personnel should be given to the local police Authority under intimation to the ESIC.
 - v) Copy of Aadhaar Card for registration in Biometric Attendance System.
 - vi) Details of Bank Account.

15. PAYMENTS:

The service provider shall provide monthly invoices based on the sum of the service of different category of services rendered multiplied by the corresponding fixed cost per service unit and the applicable service charge as quote by the bidder. Taxes as applicable shall also be included in the invoice. Alongwith the invoice, the bidder shall also submit the following duly certified proof:

- i. Online payment to the bank accounts of all the resources deployed as per the services rendered by the resources for the month.
- ii. Proof of deposit of EPF & ESIC in a timely manner and as per guidelines of Gola nd Gov JK UT.
- iii. The Payment will be made only for the services actually rendered during the month, as per the Bio-metric attendance proof (bio-metric) system will be implemented by SMVDNSH.
- iv. The invoice submitted by the service provider shall be duly verified by the Facility Director with recommendation to release the payment.
- v. The Firm shall submit the proof of payments on account of salaries released in favor of manpower deployed as and when directed.

16. ANNUAL ESCALATION OF FIXED COST PER SERVICE UNIT:

SMVDNSH may provide an annual escalation of up to 10% to the outsourced manpower personnel actually deployed at SMVDNSH, based on their individual performance. Such escalation shall be applicable to the fixed service unit cost payable towards the respective deployed manpower, inclusive of EPF and ESIC. The percentage of hike to be granted to each individual outsourced

employee shall be decided by SMVDNSH in accordance with its applicable HR policies and performance assessment.

17. PENALTY CLAUSE:

- i. In case of shortfall of any of the personnel, the payment shall be deducted from the monthly bill of the Successful bidder@ Rs. 2000/- per person.
- ii. In case of poor performance, a minimum penalty of Rs. 5000/- or any amount approved by the Competent Authority shall be imposed which shall be deducted from the monthly bill of the firm and three or more instances of poor performance shall invite the risk of termination of the Contract without any notice. In that event Service Provider's Security Deposit shall be liable to be forfeited.
- iii. In-case of providing less manpower ($\geq 15\%$) consecutively for a period of three month, a minimum penalty of Rs. 5,000/- (Rs. Five Thousand Only) per month shall be imposed on the firm and the same shall be deducted from the monthly bills of the firm.
- iv. The Shrine Board is at liberty to impose penalty to the firm on following disobediences & the same shall be deducted from the monthly bill& the firm strictly follow the regulations: -

S. No.	SLA Parameter	Timeline	Penalty
1.	First-time Deployment of quality workforce	Within 60 days from Contract execution	For each week of additional delay beyond 60 days, 30% of the service charge on the un deployed service units per month shall be deducted.
2.	Non-timely payment to resources deployed	Monthly, before submission of invoice	100% Service Charge shall be deducted for the resources not paid for the month.
3.	Non-timely payment of statutory dues	As applicable as per law	100% Service Charge shall be deducted for the resources not paid the dues till proof of payment.
4.	Project Manager is not deployed, including deployment of lower qualification/skill Project Manager	-	5% of monthly Service Charge to be paid for the month for each week's delay
5.	Not providing additional/ substitute resources timely as requested by the head of the college as per clause 3,4, and 5	45 days	The monthly service unit charge for the total resources not provided shall be deducted from the monthly payment to be made until the resources are provided.

18. TERMINATION OF CONTRACT:

- i. That the contract shall be liable to be terminated any time during the period of contract on 06 months' notice by either party. During the notice period, both the parties will maintain the status quo.

- ii. The contract shall also be terminated, if the Successful bidder fails to take-up the work or execute the agreement with SMVDSB in the stipulated time or fails to deliver / non-compliance as per the terms & conditions of the e-NIT.

19. EXIT CLAUSE FOR EMPLOYEE: The contract of employment with the employee shall be liable to be terminated at any time during the contract period by either the Service Provider or the Employee by giving **one (01) month's prior written notice** to the other party, subject to the applicable terms and conditions of employment and statutory provisions.

20. ARBITRATION:

In case of any dispute arising between the parties to this e-tender and all matters connected therewith, both parties shall make every effort to resolve it amicably by direct informal negotiation. If, even after thirty days from the commencement of informal negotiation, the parties have not been able to resolve the dispute amicably, then such disputes / differences shall be resolved by Arbitration as per the Arbitration and Conciliation Act, 1996.

- a) Either party may request other of its intention that a dispute be submitted to Arbitration and both the parties shall meet within 15 days from the date of receipt of such request, to select a sole arbitrator mutually for the resolution of dispute and venue / seat of Arbitration shall be at Jammu /Katra / Reasi.
- b) In the event that the parties cannot agree upon the selection of the sole Arbitrator, either party or both of the parties may move an application before the Hon'ble High Court at Jammu, under the Arbitration and Conciliation Act, 1996, for the appointment of sole Arbitration with seat / venue at Jammu for the resolution of disputes between the parties. However, on failure of resolution of disputes through procedure elaborated above, the Courts at Katra / Reasi alone shall have the Jurisdiction with respect to subject matter of this e-NIT.

21. SHRI MATA VAISHNO DEVI SHRINE BOARD'S RIGHTS IN RESPECT OF E-TENDER:

- i. SMVDSB reserves the right to modify terms and conditions of the contract which shall be granted to the successful bidder after the bidding process, if in the opinion of the SMVDSB, it is necessary or expedient to do so in patients / Board's interest. The decision of the SMVDSB shall be final and binding.
- ii. SMVDSB reserves the right to suspend or cancel the contract with selected party in part or in whole at any time if in opinion of the SMVDSB, it is necessary or expedient in public interest. The decision of SMVDSB shall be final and binding. Also, SMVDSB shall not be responsible for any damage or loss caused or arising out of aforesaid action.

22. EXTENSION IN TIME:

The Chief Executive Officer/Addl. Chief Executive Officer, SMVDSB reserves the right to further extend the period of Contract as per mutually agreed terms& conditions depending upon the performance with respect to work done in the

preceding period, but the same shall not be claimed by the company as a matter of right.

23. VALIDITY OF RATES:

The services charges quoted by the Tenderers shall be valid for a period of 36 months (Thirty-six months) from the issuance of rate contract or till new rate contracts are finalized by SMVDSB whichever is later.

24. FORCE MAJEURE:

If during the currency of Contract, there is any out-break of war/ natural calamity or any such reason, which whether financially or otherwise affects the execution of the Contract the firm (unless contract is terminated) under provision of this Clause shall make his / her best efforts to complete the Contract. However after outbreak of such war / natural calamity or any such reason, Shri Mata Vaishno Devi Shrine Board shall be entitled to terminate the Contract at any time by giving notice in writing. Force Majeure is hereby defined as a 'Clause' which is beyond the control of SMVDSB / Firm and which consequently affects the performance of the Contract

25. INDEMNITY CLAUSE:

The Service Provider shall indemnify and keep indemnified SMVDSB/SMVDNSH against all losses, damages, claims, costs, charges and expenses whatsoever which SMVDSB may suffer or incur as a result of any act, omission, negligence or breach of contract by the Service Provider, its employees, agents or deployed manpower. The Service Provider shall also indemnify SMVDSB against any claim arising out of violation of any labour laws, EPF/ESIC, Minimum Wages Act or any other statutory liability. The indemnity shall survive termination of contract.

26. CONFIDENTIALITY & NON-DISCLOSURE:

The Service Provider and its deployed staff shall maintain strict confidentiality of all patient data, medical records, hospital information, and Shrine Board internal matters as per Digital Personal Data Protection Act, 2023, IT Act 2000 and Medical Confidentiality norms. The Service Provider shall sign Non-Disclosure Agreement (Annexure-IV). Any breach shall attract penalty up to Rs. 1,00,000/- per instance and termination of contract.

27. COMPREHENSIVE INSURANCE:

- The Service Provider shall at its own cost obtain and maintain (a) Workmen Compensation Insurance as per WC Act 1923, (b) Group Medical Insurance of minimum Rs. 5.00 Lakhs per person, and (c) Group Personal Accident Insurance of Rs. 10.00 Lakhs per person & d) Group term life insurance (Detailed of amount to be covered as per Levels/ Grade of employees tabulated below: Definition of Levels for different categories

Benefit	Coverage
GMC (Group Medical Coverage)	5,00,000 for the Associate, Spouse & 2 Children
GPA (Group Personal Accident)	10,00,000
GTL (Group Term Life)	Coverage based on the employee's level/grade

GTL Coverage Level Wise

Group	Level / Grade	Coverage per employee	Number of employees
A	1–5	7,00,000	592
B	6–8	15,00,000	44
C	9–10	25,00,000	03
D and Above	11 and above	50,00,000	00

- Copy of insurance policies shall be submitted within 30 days of LoA and renewed annually. Premium shall be borne by Service Provider.
- SMVDSB/ SMVDNSH shall not be responsible for any injury, accident, disability or loss of life to the service provider or to any of its personnel that may take place while on daily or conservancy duties. Any compensation or expenditure toward treatment of such injury accident or loss of life shall be sole responsibility of the service provider. The service provider has to make his own arrangement towards health insurance, accidental and disability coverage and domiciliary of all personal engaged by him under their pay roll and submit approved to this effect.

28. ANTI-COLLUSION, ANTI-CORRUPTION & CODE OF INTEGRITY:

The Bidder shall not indulge in any corrupt, fraudulent, collusive, coercive or obstructive practices as defined under GFR 2017 Rule 175 and Prevention of Corruption Act 1988. Any such practice shall lead to blacklisting for 3 years and forfeiture of EMD/SD. The bidder shall mandatorily sign Integrity Pact as per Annexure-III.

29. QUALITY ASSURANCE & NABH COMPLIANCE:

The hospital is NABH and NABL accredited. All deployed manpower must be trained on NABH 5th Edition standards, Biomedical Waste Management Rules 2016, Infection Control Protocols, Patient Safety and Fire Safety Guidelines within 15 days of deployment at Service Provider's cost. SMVDNSH shall conduct quarterly skill assessment. Failure in 2 consecutive assessments shall lead to replacement of staff within 7 days. Training records to be maintained.

30. GRIEVANCE REDRESSAL MECHANISM: The Service Provider shall establish a Grievance Cell for its employees with a dedicated Nodal Officer (contact number to be displayed). Any dispute between deployed staff and Service Provider shall not affect services at SMVDNSH. Strikes, dharna, go-slow or agitation inside hospital premises is strictly prohibited and shall be treated as breach of contract leading to termination and blacklisting.

Sd/-
Vinay Khajuria
Assistant Conservator of Forests

No.: CO/SW/180(e)/4080
Dated: 06.10.2026

TECHNICAL BID FORM

1. Name of the Firm(as registered): _____
2. Regd. Office address: _____
3. Proprietor's name: _____
4. Proprietor's phone No: _____
5. Details about the firm: _____
 - a) Date from which the firm is operating: _____
 - b) PAN: _____
 - c) TAN: _____
 - d) EPF/CPF Reg. No. _____
 - e) GST No _____
 - f) Turnover and Net-worth of the firm (attach copies of audited statement of accounts/ ITRs in support):
 - I. FY 2021-22: Rs. _____
 - II. FY 2022-23: Rs. _____
 - III. FY 2023-24: Rs. _____
 - IV. FY 2024-25: Rs. _____
 - V. FY 2025-26: Rs. _____
 - g) Work Experience (no. of years). To be supported with work orders, documents, and certificates.
 - h) Whether registered with Labour Department. If yes, date of registration (with supporting document)
 - i) ESI Reg. No. (attach copy of registration certificate/letter):
 - j) Details about EMD: No. _____ date: _____ (attach copy)
 - k) UTR No. & Date of Remittance of Tender Fee (Rs. _____): No. _____ Dated: _____.

Certified that above information is correct to the best of my / our information, knowledge and belief.

Place:

Date:

Name & Signature of bidder
(with seal, if any)

Note: Attach extra sheet where necessary.

DECLARATION

I, Son/ daughter of Shri.....Authorized signatory of M/s.....having registered office at, do hereby solemnly affirm and declare us under:

1. That / we have carefully read and understood all the terms and conditions of the Tender Document No.....dated of Shri Mata Vaishno Devi Shrine Board for out sourcing of Various services and accordingly hereby convey my acceptance of the same.
2. The information / documents furnished as a part of my bid are true and authentic to the best of my knowledge and belief.
3. I/We am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender any stage besides liabilities towards prosecution under appropriate law.
4. I / we shall also enter into agreement with Shri Mata Vaishno Shrine Board, Katra, within the prescribed timelines, in case our tender is accepted and a LOA is issued to us.

Place:

Date:

Signature & seal of the firm

Full Name:

Company Seal:

Note: The above declaration, duly signed and sealed by the authorized signatory of the company, should be enclosed with the Technical Bid document.

Undertaking with regard to opening of office in the UT of J&K
(To be printed on letterhead of the bidder and submitted as part of Technical Bid)

e-NIT No- _____ Dated: _____

To,
Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board
Katra

Subject: Undertaking for opening of office in the UT of J&K I, [Authorized Signatory Name], representing [Company Name], hereby undertake that in case our company is awarded the contract, we shall open an office in UT of J&K, preferably in Jammu city, within 30 days of the award of the contract. We further undertake to provide the necessary documentary evidence i.e. the Certificate of Registration under The UT of J&K Shops and Establishment Act, 2017, within the stipulated time frame. We fully understand that failure to establish the office within the given time frame, along with the required documentary evidence, will result in the forfeiture of the Performance Bank Guarantee (PBG), and the contract will be liable to termination, as per the terms and conditions outlined in the tender document. This undertaking is submitted in good faith and in compliance with the requirements of the tender.

[Signature of Authorized Signatory]
[Stamp/Seal]
[Name of Authorized Signatory]
[Designation]
[Mobile No]
[Name of Organisation/Firm] [Date]

ANNEXURE IV

Details of the existing/completed Contracts

S. No.	Name and Address of the Organization	Order No. and Date	Contract/ Purchase Order/ Work	Details/ Description of the services provided	Value of Contract (Rs.)	Duration of the Contract		Work Order Attached (Y/N)	Satisfactory Work completion Certificate attached (Y/N)
						From	To		

Non-Blacklisting / Non –Debarment Declaration
(To be printed on letterhead of the bidder and submitted as part of Technical Bid)

e-NIT No- _____ Dated : _____

The Chief Executive officer
Shri Mata Vaishno Devi shrine Board
Katra

Subject:- Non-Blacklisting / Non –Debarment Declaration

I, [Authorized Signatory Name], representing [Company Name], hereby declare and confirm that:

1. Our firm, [Company Name], has not been indicted or found guilty of any criminal, fraudulent, or anti-competitive activities by any authority.
2. Our firm has not been blacklisted or debarred by any Government Department, Agency, or Organization during the last three years. This declaration is made as part of the tender submission for the provision of [MANPOWER OUTSOURCING SERVICES-FIXED REMUNERATION] to SMVDNSH, Katra and is in compliance with the requirements specified in the tender document.

I further confirm that the information provided above is accurate and true to the best of our knowledge, and any misrepresentation or false declaration shall lead to disqualification of our bid or termination of any contract awarded.

[Signature of Authorized Signatory]

[Stamp/Seal]

[Name of Authorized Signatory]

[Designation]

[Mobile No]

[Name of Organization /Firm]

[Date]

Declaration Regarding Non-Claim of Regularization and Permanent Absorption
(To be printed on letterhead of the bidder and submitted as part of Technical Bid)

e-NIT No- _____ Dated : _____

I, [Name of Authorized Signatory], holding the position of [Position] at [Name of Service Provider], having its registered office at [Address of Service Provider], hereby declare and undertake the following in connection with our bid for providing MANPOWER OUTSOURCING SERVICES-FIXED REMUNERATION at SMVDNSH:

1. Non-Claim of Regularization: We, the undersigned, acknowledge and agree that the service provider or any of its deployed resources under the contract shall not, at any point in time, claim regularization of services or seek permanent absorption in the SMVDNSH or any associated entity.
2. No Employment Rights: We understand and agree that the engagement of our resources for the aforementioned project/service does not establish or imply any employment rights, benefits, or entitlements with SMVDNSH. The resources deployed by us will be considered employees of our organization and not of SMVDNSH.
3. No Future Claims: We further undertake that neither we nor our deployed resources will make any claims or representations to SMVDNSH for regularization, permanent absorption, or any similar benefits during or after the tenure of the contract.
4. Compliance with Terms: We assure compliance with this declaration throughout the duration of the contract and acknowledge that any deviation from this declaration may lead to termination of the contract and/or legal action as deemed appropriate by SMVDNSH.

[Signature of Authorized Signatory]

[Stamp/Seal]

[Name of Authorized Signatory]

[Designation]

[Mobile No]

[Name of Organization /Firm]

[Date]

Unconditional Acceptance of all Terms and Conditions
(To be printed on letterhead of the bidder and submitted as part of Technical Bid)

e-NIT No- _____ Dated : _____

Sub: Acceptance of Terms & Conditions of Tender

Name of work: "Hiring of Agency through e-NIT for providing 'Manpower Outsourcing Services-Fixed Remuneration' in SMVDNSH."

Dear Sir,

1. I / we hereby certify that I / we have read the entire terms and conditions of the tender document published on e-NIT for the above work which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.
2. I / We hereby unconditionally accept the tender conditions contained in the tender document in its entirety for the above works. Any conditions submitted by us stands automatically withdrawn.
3. It is clarified that after unconditionally accepting the tender conditions in its entirety, it is not permissible to put any remarks / conditions.
4. In case any provisions of this tender are found violated, I / we agree that the tender shall be rejected and SMVDNSH shall without prejudice to any other right or remedy be at liberty to forfeit the full said earnest money absolutely.

[Signature of Authorized Signatory]
[Stamp/Seal] [Name of Authorized Signatory]
[Designation]
[Mobile No]
[Name of Organisation/Firm]
[Date]

Authorization of Signatory

(To be printed on letterhead of the bidder and submitted as part of Technical Bid)

e-NIT No- _____ Dated : _____

The Chief Executive Officer
Shri Mata Vaishno Devi shrine Board
Katra

Sub: Authorization Letter Name of work: "Hiring of Agency through e-NIT for providing 'Manpower Outsourcing Services- Fixed Remuneration' in SMVDNSH."

A. I, [Proprietor/Director/CEO Name], the Proprietor/Director/CEO of [Company Name], hereby confirm and certify that I am the authorized signatory of the firm/company/organization, and I am fully authorized to sign all documents, including but not limited to, tender submissions, contracts, and agreements, on behalf of the firm/company/organization.

B. I further confirm that I have granted authorization to [Authorized Signatory Name], holding the position of [Designation], to sign the tender documents, declarations, and all related documents in relation to this tender process on behalf of [Company Name].

This authorization is valid for the duration of the tender process and related contractual matters. I, as the Proprietor/Director/CEO, accept full responsibility for any actions undertaken by the authorized signatory in relation to the tender submission and the contractual obligations therein.

[Signature of Authorized Signatory]
[Stamp/Seal] [Name of Authorized Signatory]
[Designation]
[Mobile No]
[Name of Organisation/Firm]
[Date]

Undertaking Regarding Unauthorized Occupancy
(To be printed on letterhead of the bidder and submitted as part of Technical Bid)

e-NIT No- _____ Dated : _____

The Chief Executive Officer
Shri Mata Vaishno Devi shrine Board
Katra

Sub: Undertaking Regarding Unauthorized Occupancy of resources deployed by service provider. Name of work: "Hiring of Agency through e-NIT for providing 'Manpower Outsourcing Services- Fixed Remuneration' in SMVDNSH."

I, [Authorized Signatory Name], representing [Company Name], hereby undertake that no employee or employees of our company (Service Provider) shall reside unauthorizedly in the Hospital or its premises under any circumstances.

I further declare that no such person, who is unauthorizedly occupying the premises of SMVDNSH, shall be deployed. In case of any such violation, we understand and acknowledge that the contract shall be liable to be terminated besides forfeiture of PBG and levying of penalty.

This undertaking is given in compliance with the requirements of the tender document.

[Signature of Authorized Signatory]
[Stamp/Seal] [Name of Authorized Signatory]
[Designation]
[Mobile No]
[Name of Organisation/Firm]
[Date]



Office of the Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board, Katra

FINANCIAL BID

(To be submitted online only)

1. Name of the Tenderer: _____
2. Detail of Tender Fee: _____
3. Detail of EMD: _____

The Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board
Central Office, Katra.

Sir

I _____ S/o _____ R/o _____,
hereby submit my tender for the above mentioned premises for an amount of
Rs. _____ (in figure) _____ (in
words)

S. No.	Category	Tentative Nos.	Service Charge (%)
1.	Nursing & clinical staff	336	
2.	Office support staff	173	
3.	Paramedical staff	130	
	Total	639	

I further affirm that I have read and fully understood the specifications of the premises mentioned in the e-nit and agree to abide by all the terms and conditions laid therein;

I again affirm that I have read and fully understood the specifications / nature of the job mentioned in the e-nit and agree to abide by all the terms and conditions lay therein which are being signed in token of my acceptance.

After my offer is accepted, I will execute an agreement with the Shrine Board within the period as may be prescribed by the Board and that I shall also be bound by all such terms and conditions laid therein. If I contravene any of the conditions of the agreement, I will forfeit my EMD & the right to continue my operations in the premises mentioned above.

I accept all the conditions/provisions contained in the e-NIT no. _____ dated: _____ unconditionally and without any reservations.

Place:

Date:

Signature _____
Name _____
Designation _____
Date _____